

SERFF Tracking Number: BNLA-127073092 State: Arkansas  
 Filing Company: Bankers Life and Casualty Company State Tracking Number: 48218  
 Company Tracking Number: 2010 MEDICARE SELECT GRIEVANCE REPORT  
 TOI: MS04I Individual Medicare Supplement - Sub-TOI: MS04I.001 Plan A  
 Medicare Select  
 Product Name: Annual Medicare Select Grievance Report  
 Project Name/Number: Annual Medicare Select Grievance Report/Annual Medicare Select Grievance Report

## Filing at a Glance

Company: Bankers Life and Casualty Company

Product Name: Annual Medicare Select SERFF Tr Num: BNLA-127073092 State: Arkansas  
 Grievance Report

TOI: MS04I Individual Medicare Supplement - SERFF Status: Closed-Accepted State Tr Num: 48218  
 Medicare Select For Informational Purposes

Sub-TOI: MS04I.001 Plan A Co Tr Num: 2010 MEDICARE State Status: Filed-Closed  
 SELECT GRIEVANCE REPORT

Filing Type: Form

Reviewer(s): Stephanie Fowler  
 Author: Lucy Sutton Disposition Date: 03/10/2011  
 Date Submitted: 03/10/2011 Disposition Status: Accepted For  
 Informational Purposes  
 Implementation Date:

Implementation Date Requested:  
 State Filing Description:

## General Information

Project Name: Annual Medicare Select Grievance Report  
 Project Number: Annual Medicare Select Grievance Report  
 Requested Filing Mode: Informational  
 Explanation for Combination/Other:  
 Submission Type: New Submission  
 Overall Rate Impact:

Status of Filing in Domicile:  
 Date Approved in Domicile:  
 Domicile Status Comments:  
 Market Type: Individual  
 Individual Market Type:  
 Filing Status Changed: 03/10/2011  
 State Status Changed: 03/10/2011  
 Created By: Lucy Sutton  
 Corresponding Filing Tracking Number:

Deemer Date:  
 Submitted By: Lucy Sutton  
 Filing Description:  
 Re: Annual Medicare SELECT Grievance Report  
 Rule and Regulation 27 s 10

Pursuant to the above regulation to comply with the March 31st deadline, Bankers Life and Casualty Company is reporting that it did not receive any grievances involving Medicare Select plans in force in your state for the calendar year 2010.

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Filing Company: Bankers Life and Casualty Company State Tracking Number: 48218  
Company Tracking Number: 2010 MEDICARE SELECT GRIEVANCE REPORT  
TOI: MS041 Individual Medicare Supplement - Sub-TOI: MS041.001 Plan A  
Medicare Select  
Product Name: Annual Medicare Select Grievance Report  
Project Name/Number: Annual Medicare Select Grievance Report/Annual Medicare Select Grievance Report

If we can be of any further assistance, please do not hesitate to call.

## Company and Contact

### Filing Contact Information

Lucy Sutton, Information Coordinator l.sutton@banklife.com  
600 West Chicago Ave 312-396-6122 [Phone]  
Location: CH-4B042 312-396-5907 [FAX]  
Chicago, IL 60654-2800

### Filing Company Information

Bankers Life and Casualty Company CoCode: 61263 State of Domicile: Illinois  
600 West Chicago Ave Group Code: 233 Company Type:  
Chicago, IL 60654-2800 Group Name: State ID Number:  
(800) 621-3724 ext. [Phone] FEIN Number: 36-0770740

## Filing Fees

Fee Required? No  
Retaliatory? No  
Fee Explanation:  
Per Company: No

COMPANY	AMOUNT	DATE PROCESSED	TRANSACTION #
Bankers Life and Casualty Company	\$0.00	03/10/2011	

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## Correspondence Summary

### Dispositions

Status	Created By	Created On	Date Submitted
Accepted For Informational Purposes	Stephanie Fowler	03/10/2011	03/10/2011

## Disposition

Comment:

PDF Pipeline for SERFF Tracking Number BNLA-127073092 Generated 03/10/2011 03:58 PM

SERFF Tracking Number: BNLA-127073092 State: Arkansas

Filing Company: Bankers Life and Casualty Company State Tracking Number: 48218

Company Tracking Number: 2010 MEDICARE SELECT GRIEVANCE REPORT

TOI: MS041 Individual Medicare Supplement - Sub-TOI: MS041.001 Plan A  
Medicare Select

Product Name: Annual Medicare Select Grievance Report

Project Name/Number: Annual Medicare Select Grievance Report/Annual Medicare Select Grievance Report

Schedule	Schedule Item	Schedule Item Status	Public Access
Supporting Document	Flesch Certification		Yes
Supporting Document	Application		Yes
Supporting Document	Health - Actuarial Justification		Yes
Supporting Document	Outline of Coverage	Accepted for Informational Purposes	Yes

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## Supporting Document Schedules

		Item Status:	Status Date:
<b>Bypassed - Item:</b>	Flesch Certification		
<b>Bypass Reason:</b>	Not applicable		
<b>Comments:</b>			
		Item Status:	Status Date:
<b>Bypassed - Item:</b>	Application		
<b>Bypass Reason:</b>	Not applicable		
<b>Comments:</b>			
		Item Status:	Status Date:
<b>Bypassed - Item:</b>	Health - Actuarial Justification		
<b>Bypass Reason:</b>	Not applicable		
<b>Comments:</b>			
		Item Status:	Status Date:
<b>Bypassed - Item:</b>	Outline of Coverage	Accepted for Informational Purposes	03/10/2011
<b>Bypass Reason:</b>	Not applicable		
<b>Comments:</b>			